

Responsible Office: Headquarters Human Resources Management Division  
Subject: Human Resources Services (Code CP)



Office of Headquarters Operations

Office Work Instruction

Human Resources Services

Approved by: \_\_\_\_\_ (Original signed by) \_\_\_\_\_ Date 5/9/00

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## 1.0 Purpose

This Office of Headquarters (HQ) Operations office work instruction (OWI) defines the process for providing Human Resources Services in support of retaining highly qualified and experienced personnel at NASA HQ.

## 2.0 Scope and Applicability

This OWI covers the processes in support of personnel actions, such as telecommuting, temporary work-at home, etc., which are instrumental in retaining high levels of expertise at NASA Headquarters; this is vital in assuring that NASA's highly technical missions meet with success. The Headquarters Human Resources Management Division is responsible for the implementation of these actions, which are listed in Appendix A. (Personnel Actions) are performed in accordance with governing regulations and guidelines imposed by the Code of Federal Regulations, United States Code, the Office of Personnel Management and referenced internal NASA documents.

## 3.0 Definitions

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| 3.1  | <u>Action Officer.</u>                                    | Processes request (see Appendix A)   |
| 3.2  | <u>Advanced Sick Leave.</u>                               | Process to enable employees with medical needs to obtain sick leave in advance of actually earning it  |
| 3.3  | <u>Approval Level.</u>                                    | Approves request (see Appendix A)  |
| 3.4  | <u>CA – Clerical Assistant.</u>                           | Provides clerical support for a variety of human resources programs  |
| 3.5  | <u>Change to Part-Time Appointment.</u>                   | Process to enable employees to switch from full-time to part-time  |
| 3.6  | <u>Classify Position</u>                                  | Assign a series, title, and grade to a position  |
| 3.7  | <u>Detail.</u>  | Temporary assignment of employee to a different Federal agency, Center, or organization  |
| 3.8  | <u>DO – Deciding Official</u>                             | Official who makes decisions on merits of employee grievances  |
| 3.9  | <u>Grievance System.</u>                                  | Procedure for resolution of employment-related disputes  |
| 3.10 | <u>HRM.</u>   | Human Resources Management   |
| 3.11 | <u>IPA – Intergovernmental Personnel Act Assignments.</u> | Temporary assignment of employees between Federal agencies and State and local governments, institutions of higher education, and other eligible organizations |
| 3.12 | <u>LRS.</u>   | Labor Relations Specialist   |
| 3.13 | <u>Leave Restoration.</u>                                 | Process to restore use-or-lose annual leave to employees unable to use this leave due to exigencies of the public business                                     |
| 3.14 | <u>Long-Term Leave Without Pay.</u>                       | Process to enable employees to remain away from the worksite for extended periods of time without pay  |
| 3.15 | <u>NF – NASA Form.</u>                                    | Designates form used throughout NASA   |
| 3.16 | <u>NF-357 – Suggestion Form.</u>                          | Method by which employees may make suggestions for improvement   |

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| 3.17 | <u>NF-359 – Evaluation of Employee Suggestion.</u>                 | Form used by evaluators to document acceptance or rejection of suggestion and rationale for same  |
| 3.18 | <u>NF-895 – Recommendation for Quality Increase.</u>               | Form used to reward outstanding employees with step increase in advance of usual progression  |
| 3.19 | <u>NHQ-186 – Documentation of Request for Advanced Sick Leave.</u> | Form used by employees to request advanced sick leave when current leave is exhausted   |
| 3.20 | <u>NHQ – NASA Headquarters.</u>                                    | Designates form used only at Headquarters   |
| 3.21 | <u>NPPS.</u>   | NASA Personnel/Payroll System   |
| 3.22 | <u>OF-69.</u>  | Assignment Agreement used as a result of the Intergovernmental Personnel Act (IPA)  |
| 3.23 | <u>Performance Award.</u>  | Monetary award for performance exceeding standards  |
| 3.24 | <u>PA – Personnel Assistant.</u>                                   | Codes SF-52s and enters personnel data into NPPS  |
| 3.25 | <u>PMS – Personnel Management Specialist.</u>                      | Assigns series, title, and grade to position; reviews and approves actions, as listed in Appendix A   |
| 3.26 | <u>PSS – Personnel Services Specialist.</u>                        | Determines eligibility for family friendly programs and processes documentation   |
| 3.27 | <u>NF 692 Position Description.</u>                                | Document recording employee's series, title, grade, and duties  |
| 3.28 | <u>Professional Liability Insurance.</u>                           | Process to enable supervisors and managers to recover portion of their annual premium for professional liability insurance  |
| 3.29 | <u>Promotion</u>   | There are 2 types of promotion: Accretion of Duty Promotions – No competition required. Employee's position reclassified because of additional duties and responsibilities; or Career Ladder Promotions – Competition was held at an earlier stage and the promotion is to a grade at or below the full performance level |
| 3.30 | <u>Quality Step Increases.</u>                                     | Movement to a higher step within the employee's grade as a result of outstanding performance  |
| 3.31 | <u>SF – Standard Form.</u>   | Designates form used throughout the Federal Government  |
| 3.32 | <u>SOP.</u>  | Standard Operating Procedure  |
| 3.33 | <u>Special Act Award.</u>  | Monetary award for employee's work on special projects  |
| 3.34 | <u>SSA.</u>  | Staff Support Assistant   |
| 3.35 | <u>Suggestion Program.</u>   | Mechanism to enable employees to make suggestions to streamline/improve work processes  |
| 3.36 | <u>Telecommuting.</u>  | Program which permits employees to work from home or a telecenter for up to three days per week   |
| 3.37 | <u>Temporary Work at Home.</u>                                     | Procedure to enable employees who are temporarily unable to report to their duty station, but who are capable of performing the duties of their position effectively, to work at home for limited periods of time   |

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| 3.38 | <u>SF-52 – Request for Personnel Action.</u>     | Request sent to Human Resources to initiate personnel action  |
| 3.39 | <u>SF-50 – Notification of Personnel Action.</u> | Official action making candidate's selection effective  |
| 3.40 | <u>SF-1164.</u>                                  | Claim for Reimbursement for Expenditures on Official Business for Professional Liability insurance claims |

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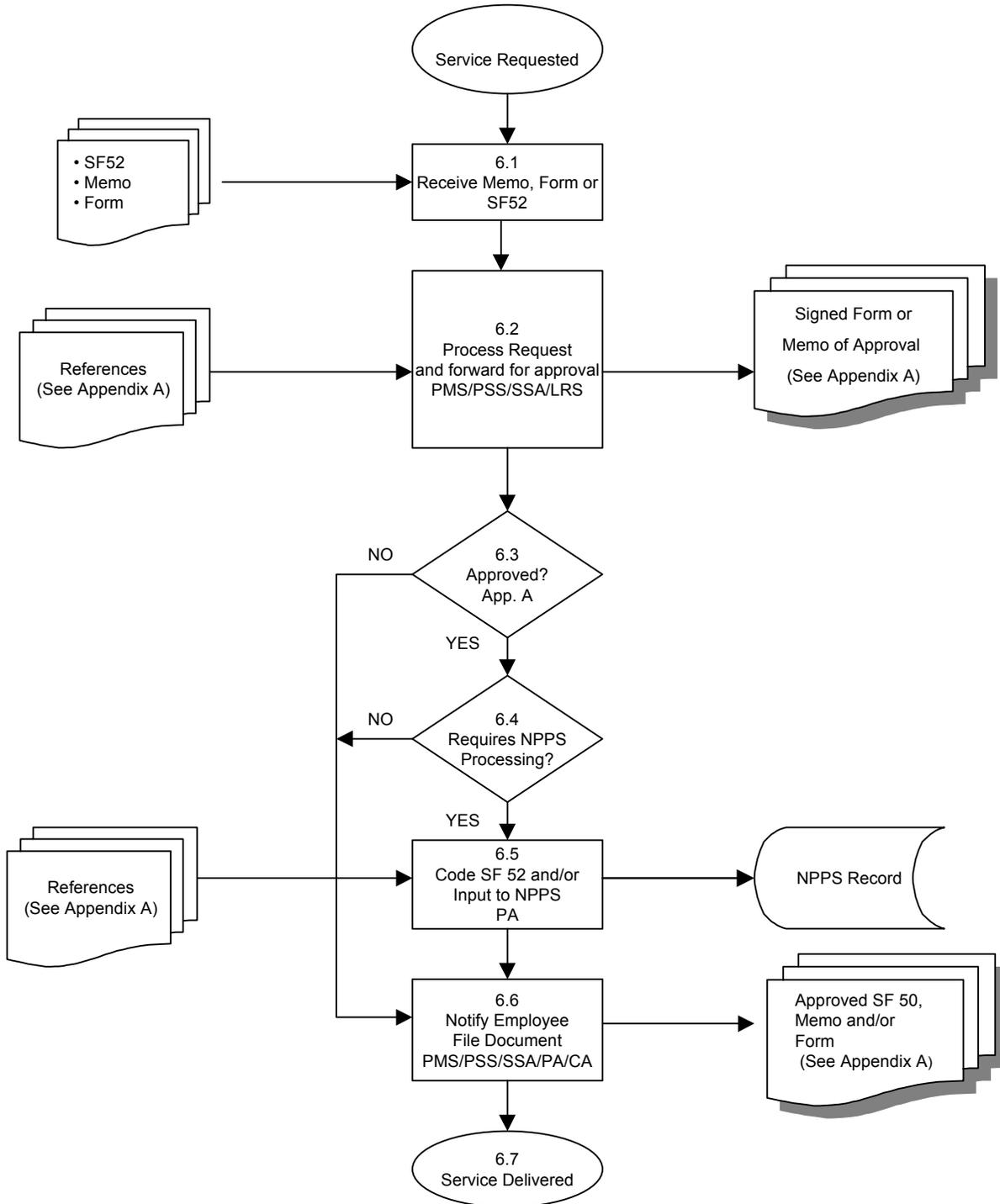
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## 4.0 References

- 4.1 NPD 3000.1– Management of Human Resources
- 4.2 NPG 3300.1– Appointment of Personnel To/From NASA
- 4.3 NPG 3510.1– Position Classification
- 4.4 NPG 3335.1– Internal Placement of NASA Employees
- 4.5 NPG 3451.1– NASA Awards and Recognition Program
- 4.6 NPG 3530.1– Pay and Allowances
- 4.7 NPG 3600.1– Attendance and Leave
- 4.8 NPG 3711.1– Federal Employee Labor Management Relations Program
- 4.9 NPG 3771.1– Grievance System
- 4.10 5CFR– Code of Federal Regulations - <http://www.access.gpo.gov/cgi-bin/cfrassemble.cgi?title=199905>
- 4.11 Title 5 United States Code - [http://uscode.house.gov/title\\_05.htm](http://uscode.house.gov/title_05.htm)
- 4.12 Guide to Processing Personnel Actions - <http://www.opm.gov/feddata/gppa/gppa.htm>
- 4.13 NPPS User and Operations Guide
- 4.14 Operating Manual - Qualifications Standards for General Schedule Positions - <http://www.opm.gov/qualifications/index.htm>
- 4.15 OPM and NASA Position Classification Standards and Guides - <http://www.opm.gov/fedclass/html/gclass.htm>
- 4.16 Agreement between NASA Headquarters and the NASA Headquarters Professional Association
- 4.17 SOP – Professional Liability Insurance for Supervisors and Managers
- 4.18 SOP – NASA Supplement to Competitive Placement Plan
- 4.19 SOP – Telecommuting
- 4.20 SOP – Temporary Work at Home

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## 5.0 Flowchart



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## 6.0 Procedure

Refer to Appendix A for a detailed listing of processes covered by this OWI, including action officers, approval levels, references, and quality records.

Step	Actionee	Action
6.1	Action Officer	Receives Memo, Form or SF 52 request for service Requester submits SF-52, memo, or form to request service, depending upon type of service.
6.2	Action Officer	Processes request and forwards for approval, using procedures contained in regulations/policies to process that particular action.
6.3	Action Officer	Request approved? If YES, go to 6.4; if NO, go to 6.6  (Decision is based upon laws and regulations pertaining to particular situation. See Appendix A)
6.4	Action Officer	Requires NPPS processing? If YES, go to 6.5; if NO, go to 6.6 (Actions initiated via SF-52 require NPPS processing.)
6.5	PA	Code SF-52 and/or input to NPPS according to guidance in OPM Guide to Processing Personnel Actions and NPPS User and Operations Guide
6.6	Action Officer	Notifies employee of results of action, setting effective date; files document so that quality record will be retained.
6.7		Service delivered.

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## 7.0 Quality Records

<u>Record Identification</u>	<u>Owner</u>	<u>Location</u>	<u>Record Media: Electronic or Hard Copy</u>	<u>Schedule Number and Item Number (NPG 1441.1)</u>	<u>Retention/Disposition</u>
NHQ-186 Request for Advanced Sick Leave Form	Code CP	Payroll Office	Hard Copy	Schedule 3.49.A.2	Destroy after GAO audit or when 3 years old, whichever is sooner
SF-50 for Change in Work Schedule	Code CP	Official Personnel Folder	Hard Copy	Schedule 3.1.A&B	Retain on-site within the Personnel Office until employee is transferred or separated. A. Transferred employees – See 5 CFR, Part 293, Subpart C B. Separated employees – Transfer folder to National Personnel Records Center, St. Louis, Mo., 30 days after separation. NPRC will destroy 65 years after separation from Federal service
SF-50 for Detail	Code CP	Official Personnel Folder	Hard Copy	Schedule 3.1.A&B	Retain on-site within the Personnel Office until employee is transferred or separated. A. Transferred employees – See 5 CFR, part 293, Subpart C B. Separated employees – Transfer folder to National Personnel Records Center, St. Louis, Mo., 30 days after separation. NPRC will destroy 65 years after separation from Federal service
Intergovernmental Personnel Act (IPA) Agreement	Code CP	IPA File	Hard Copy	Schedule 3.4.A	Retire to FRC 2 years after termination date of agreement. Destroy when 10 years old.
Leave Restoration Approval Memo	Code CP	Leave Restoration File	Hard Copy	Schedule 3.60.A	Destroy when action is completed
SF-50 for Leave Without Pay	Code CP	Official Personnel Folder	Hard Copy	Schedule 3.1.A&B	Retain on-site within the Personnel Office until employee is transferred or separated. A. Transferred employees – See 5 CFR, Part 293, Subpart C B. Separated employees – Transfer folder to National Personnel Records Center, St. Louis, Mo., 30 days after separation. NPRC will destroy 65 years after separation from Federal service
NASA Grievance Decision Memo	Code CP	Employee Relations Files	Hard Copy	Schedule 3.54.A	Destroy 5 years after case is closed
SF-50 for Performance Award	Code CP	Official Personnel Folder	Hard Copy	Schedule 3.1.A&B	Retain on-site within the Personnel Office until employee is transferred or

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<u>Record Identification</u>	<u>Owner</u>	<u>Location</u>	<u>Record Media: Electronic or Hard Copy</u>	<u>Schedule Number and Item Number (NPG 1441.1)</u>	<u>Retention/Disposition</u>
					separated. A. Transferred employees – See 5 CFR, Part 293, Subpart C B. Separated employees – Transfer folder to National Personnel Records Center, St. Louis, Mo., 30 days after separation. NPRC will destroy 65 years after separation from Federal service
Professional Liability Insurance Approval Routing Slip	Code CP	Professional Liability Insurance File	Hard Copy	Schedule 3.60.A	Destroy when action is completed
SF-50 for Promotion	Code CP	Official Personnel Folder	Hard Copy	Schedule 3.1.A&B	Retain on-site within the Personnel Office until employee is transferred or separated. A. Transferred employees – See 5 CFR, Part 293, Subpart C B. Separated employees – Transfer folder to National Personnel Records Center, St. Louis, Mo., 30 days after separation. NPRC will destroy 65 years after separation from Federal service
SF-50 for Quality Increase	Code CP	Official Personnel Folder	Hard Copy	Schedule 3.1.A&B	Retain on-site within the Personnel Office until employee is transferred or separated. A. Transferred employees – See 5 CFR, part 293, Subpart C B. Separated employees – Transfer folder to National Personnel Records Center, St. Louis, Mo., 30 days after separation. NPRC will destroy 65 years after separation from Federal service
SF-50 for Special Act or Service Award	Code CP	Official Personnel Folder	Hard Copy	Schedule 3.1.A&B	Retain on-site within the Personnel Office until employee is transferred or separated. A. Transferred employees – See 5 CFR, Part 293, Subpart C B. Separated employees – Transfer folder to National Personnel Records Center, St. Louis, Mo., 30 days after separation. NPRC will destroy 65 years after separation from Federal service

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Suggestion Document	Code CP	Suggestion File	Hard Copy	Schedule 3.40.F	Destroy when 2 years old
Telecommuting Agreement	Code CP	Telecommuting File	Hard Copy	Schedule 3.60.A	Destroy when action is completed
Temporary Work at Home Memorandum	Code CP	Temporary Work at Home File	Hard Copy	Schedule 3.60.A	Destroy when action is completed
Union Grievance Decision Letter	Code CP	Union Files	Hard Copy	Schedule 3.54.A	Destroy 5 years after case is closed

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## APPENDIX A

<u>Service Requested</u>	<u>Action Officer</u>	<u>Approval Level</u>	<u>Reference*</u>	<u>Quality Record</u>
Advanced Sick Leave	PMS	Dir., Hq HRM Div	NPG 3600.1	NHQ-186 Advanced Sick Leave Requirements
Change in Work Schedule	PMS	PMS	NPG 3300.1	SF-50
Detail	PMS	PMS	NPG 3335.1 CPP	SF-50
Employee Suggestion	SSA	Dir., Hq. HRM Div.	NPG 3451.1	Suggestion Document
Intergovernmental Personnel Act (IPA)	PMS	AA for Hq. Ops.	NPG 3300.1	IPA Agreement
Leave Restoration	PSS	AA for Hq. Ops	NPG 3600.1	Leave Restoration Document
Leave Without Pay	PMS	PMS	NPG 3600.1	SF-50
NASA Grievance	LRS	Deciding Official	NPG 3771.1	Employee Grievance Document
Performance Award	PMS	PMS	NPG 3451.1	SF-50
Professional Liability Insurance	PSS	AA for Hq. Ops	SOP – Prof Liability Insurance	Professional Liability Insurance Document
Promotion	PMS	PMS	NPG 3335.1 CPP	SF-50
Quality Increase	PMS	PMS	NPG 3451.1	SF-50
Special Act or Service Award	PMS	PMS	NPG 3451.1	SF-50
Telecommuting	PSS	AA for Hq. Ops.	SOP – Telecommuting	Telecommuting Agreement
Temporary Work at Home	PSS	Dir., Hq HRM Div	SOP – Temporary Work at Home	Temporary Work at Home Agreement
Union Grievance	LRS	Deciding Official	NPG 3711	Union Grievance Document

\*NOTE: Personnel actions are governed by law and regulations in Title 5, 5 CFR, as well as OPM/NASA Guides and SOPs